

Mediation Certification Training *

Mediation is a voluntary method of dispute resolution in which the parties settle their dispute with the aid of a trained mediator or a co-mediator team. Agreements are reached through effective communication, negotiation, compromise and exploration of options. Any dispute may be brought to mediation as long as both sides agree to attempt a mediated solution.

This 32-hour mediation certification training will be presented by the Orange County Human Relations Council. If you are interested in doing casework in mediation and conciliation, you must have completed a 32-hour certification training.

ADDITIONAL MEDIATION CERTIFICATION AVAILABLE FOR VOLUNTEERS AND INTERNS

Our Mediation Program provides an opportunity to get hands-on experience as a practicing mediator with our Dispute Resolution Program while earning an additional certifications. Our mediators can practice and develop their mediation skills while applying them in real-life community and court-based situations. Applicants for this program must be available during our daytime weekday hours (8am-5pm) and have the ability to complete 120 hours within a six month period of time. Those with bilingual abilities are particularly encouraged to participate in this program.

To attend our training as a volunteer or intern, you must submit your completed application no later than 15 days prior to the requested training session. For more information please call (714) 567-5081.

Topics Covered in the Basic Mediation Training Include:

- * History of Alternative Dispute Resolution
- * Dispute Resolution Program Act and Regulations
- * Impact and Role of the Mediator
- * Understanding Conflict and the Cycle of Conflict
- * Multicultural, Age and Gender Issues
- * Preparing for Clients and Developing Trust
- * Small Claims Mediation - Forms & Procedures
- * The Structure of Mediation
- * Overview of the Stages of Mediation
- * Active Listening Skills and Reframing Toxic Language
- * Managing Threats to the Process
- * Power Imbalances
- * Creating Options / Building on Agreement / BATNA

Mediation Training Schedule for 2007:

<u>January-February</u>	<u>April</u>	<u>June-July</u>	<u>August-September</u>
January 17 2007* (Wed) 6-9pm	April 18 2007(Wed) 6-9pm	June 20 2007(Wed) 6-9pm	August 15 2007(Wed) 6-9pm
January 18 2007(Thur) 6-9pm	April 19 2007(Thur) 6-9pm	June 21 2007(Thur) 6-9pm	August 16 2007(Thur) 6-9pm
January 20 2007(Sat) 9am-5pm	April 21 2007(Sat) 9am-5pm	June 23 2007(Sat) 9am-5pm	August 18 2007(Sat) 9am-5pm
January 24 2007(Wed) 6-9pm	April 25 2007(Wed) 6-9pm	June 27 2007(Wed) 6-9pm	August 22 2007(Wed) 6-9pm
January 25 2007(Thur) 6-9pm	April 26 2007(Thur) 6-9pm	June 28 2007(Thur) 6-9pm	August 23 2007(Thur) 6-9pm
January 27 2007(Sat) 9am-5pm	April 28 2007(Sat) 9am-5pm	June 30 2007(Sat) 9am-5pm	August 25 2007(Sat) 9am-5pm
January 31 2007(Wed) 6-9pm	May 1 2007(Tue) 6-9pm	July 3 2007(Tue) 6-9pm	August 29 2007(Wed) 6-9pm
February 1 2007(Thur) 6-9pm	May 2 2007(Wed) 6-9pm	July 5 2007(Thur) 6-9pm	August 30 2007(Thur) 6-9pm

Training will be held at our home office, County Operations Center

Conference Room A/B, (* = Conference room D)
1300 S. Grand Ave.
Bldg. B
Santa Ana, CA 92705



* A 32-hour certification training presented by the OC Human Relations Council in accordance with the Dispute Resolution Program Act

Registration Form

Name _____
Organization _____
Address _____ Apt. _____
City and State _____ Zip _____
Phone (home) _____ (work) _____
E-Mail _____

Please check your registration category.

Registration Fee:

General

_____ Regular Registration	\$330
_____ Volunteer (\$100 is refundable after 120 hours of volunteer work)	\$330
_____ Group Discount (2 or more registrations)	\$320
_____ HRC Member * (Must be current or new member at the \$35 level to receive discount)	\$285
_____ Internship ** (\$165 deposit required which is fully refundable upon completion of internship.)	Fee Waived

How did you hear about this training? - (Please check)

_____ County Web site	_____ HRC Web site	_____ Presentation	_____ Event	_____ Other
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Please check which session you will be attending:

_____ Jan./ Feb _____ April _____ June/July _____ August/September

SEATING IS LIMITED TO 30

NO REFUND AFTER CLASSES BEGIN

Please return registration form along with payment.

*** Please call 714-567-5081 for information on HRC Membership**

**** 32-hour training must be completed to qualify for internship. Certification provided upon completion of internship. Application for internship must be submitted 15 days prior to training
Interview for internship must be scheduled prior to training.**

Check Enclosed _____ Please charge my account _____ VISA _____ MC _____ Amex
Credit Card # _____ Exp. _____
Print name _____ Signature _____

Make Check Payable to:

Orange County Human Relations Council



Mail to: 1300 S. Grand Ave.
Bldg. B
Santa Ana, CA 92705

